


SUBJECT REQUESTING INFORMATION TECHNOLOGY SERVICES	POLICY NUMBER 8.04	
POLICY MAINTENANCE ADMINISTRATOR: Chief Information Officer		
PURPOSE/SCOPE: To define department policy for requesting information technology services.		

I. AUTHORITY

[Chapter 282](#), Florida Statutes, Communications and Data Processing

II. DEFINITIONS

- A. CIO – Chief Information Officer. The Director of Information Systems Administration (ISA) serves as the Department's CIO.
- B. Information Technology (IT) -The use of technology for the storage, communication or processing of information. The technology typically includes computers, telecommunications, applications and other software. The information may include business data, voice, images, video, etc. Information Technology is often used to support business processes through IT services.
- C. Services – A means of delivering value to customers by facilitating outcomes customers want to achieve.

III. POLICY

It is the policy of the Department of Highway Safety and Motor Vehicles to provide information technology services that assist members to efficiently and effectively accomplish the Department's mission and goals. Information technology services will be responsive to business needs and based on IT best practices. All proposed purchases of information technology hardware, software, services, and related IT components must be presented with proper justification to and approved in writing by the Department's CIO or designee prior to purchase by the Department.

Executive Director SIGNED ORIGINAL ON FILE	Effective Date 04/01/1984
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STATE OF FLORIDA
Department of Highway Safety and Motor Vehicles

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IV. ROLES AND RESPONSIBILITIES

- A. The Technical Assistance Center (TAC) serves as the Department's single point of contact for technology issues and standard changes.
- B. The Work Request Authorization and Prioritization System serves as the single point of entry for software changes, enhancements and maintenance.
- C. The Agency Business Leadership Executives Team serves as a cross divisional team that prioritizes software release items, projects and grants to ensure the efficient use of technology resources. (formerly referred to as the Business Assessment Team).
- D. The ISA Project Management Office is responsible for providing consistent repeatable processes to ensure successful project implementation (on-time, within budget and with an agreed upon level of quality) and a governance structure for IT projects.
- E. Business Relationship Management team is responsible for working as a liaison among stakeholders in order to elicit, analyze, communicate and validate requirements for changes to business processes, policies and information systems.

V. PROCEDURES

A manual entitled Requesting Information Technology Services is published by Information Systems Administration.